



Nashville VBA Regional Office

UTVA Report

June 2014

Veterans Benefits Administration (VBA) National Claims Processing Initiative

1. VBA's Transformation
 - a. The Awards portion of Veterans Benefits Management System (VBMS) has been rolled out to all 56 regional offices.
 - b. The fully electronic regional office was launched at the Newark regional office in October.
 - c. An initiative to centralize all mail for the Veterans Service Center was piloted at the Newark and St. Paul regional offices and is now being implemented at the Baltimore, Cleveland, Honolulu, Louisville, St. Louis, and St. Pete regional offices.
 - d. A pilot for centralizing Freedom of Information Act (FOIA) requests is being conducted at the Records Management Center (RMS) in St. Louis.
2. Priority Claims Processing
 - a. Types of Priority Claims
 - i. Medal Of Honor Recipients
 - ii. Homeless
 - iii. Financial Hardship
 - iv. Terminally Ill
 - v. Former POW
 - vi. Fully Developed Claims (FDC)
 - b. VBA's 2 Year Initiative
 - i. VBA launched an initiative in April 2013 to expedite claims processing for all claims pending for more than two years.
 - ii. The Nashville RO has completed 64 claims pending over two years fiscal year to date and has zero claims pending over two years.
 - c. VBA's 1 Year Initiative
 - i. After the 2 year Initiative, VBA started focusing on claims pending for more than one year.
 - ii. The Nashville RO has completed 5,412 claims pending over one year fiscal year to date and currently has 1,452 claims pending over one year.

Veterans Service Center (VSC)

1. Claims Completion FYTD (October through April)
 - a. Completed 19,476 Rating Claims (24% ahead of last FY)
 - b. Completed 7,609 non-rating claims (11% ahead of last FY.)
 - c. Achieved an accuracy rate of 97.7% (3 month issue-based) and 93.3% (12 month claim based) for rating claims
 - d. Fully Developed Claims (FDC)
 - i. Completed 3,864 FDC Claims (approximately twice as many as the same period last FY)
 - ii. Average Days to Complete (ADC) is 172.1 Days, nearly 3 months less than other claims
 - iii. Average Days Pending (ADP) is 112.4 Days

Vocational Rehabilitation & Employment (VR&E)

1. Rehabilitation Services FYTD
 - a. Processed 331 IDES applications
 - b. Processed 1057 Chapter 31 applications
 - c. Processed 1436 Entitlement Determinations
 - d. Closed 72 Rehabilitations
2. VetSuccess on Campus
 - a. Middle Tennessee State University (MTSU) in operation for almost 2 years.
 - b. Austin Peay State University (APSU) began operation in October 2013.
3. IDES Program
 - a. The IDES program at Fort Campbell has been expanded from 4 counselors to 7 counselors located at Fort Campbell.

- b. An additional 2 IDES counselors are located at the Clarksville out based office, in close proximity to Fort Campbell.

Nashville Call Center (NCC)

1. FYTD the Nashville Call Center has answered 431,740 calls.
2. FYTD the wait time for all VA Call Centers nationally is 5 minutes and 27 seconds.
3. Veteran Service Organization (VSO) 800 Number Pilot
 - a. The VSO pilot line has been operational since May 13, 2013. Agents have answered over 57,000 calls to date with a wait time of approximately 2 minutes.
 - b. Plans are made to extend the VSO line each day to 8:00 am -5:30 pm CT instead of 8:00 am – 4:00 pm CT.
4. E-benefits Live Chat and Co-Browse Pilot
 - a. The Nashville Call Center is preparing to pilot a Live Chat and Co-Browse capability in eBenefits for VSOs and Co-Browse in eBenefits for Veterans. These added features will enable eBenefits to better assist callers with their questions.
5. The Nashville Call Center recently hired thirteen new agents in April, twelve of which are Veterans. They are actively recruiting for thirty-seven additional agents.

Events

1. Annual Tennessee Educational Association of Veterans Program Administrators
 - a. In March 2014, staff participated in this event, providing information on education award processing.
2. Hiring our Heroes Event/Veterans Employment Summit and Career Forum –Fort Campbell, Kentucky
 - a. In April 2014, the Assistant Vocational Rehabilitation & Employment (VR&E) Officer participated in a panel discussion and answered questions regarding the VR&E program. The Veteran Service Center Manager attended with the VA Under Secretary for Benefits, Allison Hickey. Other staff was available to answer general benefit questions, conduct interviews, initiate claims and enroll Veterans in eBenefits.
3. First Annual Veterans Benefits Expo Middle Tennessee State University (MTSU)
 - a. In April 2014, the Nashville RO VetSuccess On Campus (VSOC) counselor co-hosted this event.
4. Hiring Our Heroes Event
 - a. In May 2014, staff participated in this event in Memphis, Tennessee providing information regarding the Vocational Rehabilitation & Employment programs.
5. Women Veterans Summit
 - a. In April 2014, staff attended the third annual Women Veterans Summit in Nashville, Tennessee sponsored by the Tennessee Department of Veterans Affairs (TDVA). The Veterans Service Center Manager participated in a panel discussion on Veteran's benefits. Other staff was available to answer general benefit questions, conduct interviews and initiate claims.
6. Tennessee Department of Veterans Affairs (TDVA) Event
 - a. In April 2014, staff participated in this event in Linden, Tennessee and answered general VBA benefit questions.
7. Tennessee Department of Veterans Affairs (TDVA) Agent Orange Town Hall
 - a. In April 2014, staff participated on a panel and answered general VBA benefit questions at this event in Smyrna, Tennessee.
8. Ex-POW Gathering
 - a. In May 2014, staff participated in this event and answered general VBA benefit questions.
9. Congressman Jim Cooper's Annual Veterans' Workshop
 - a. In May 2014, staff participated in this event providing information on VBA benefits, conduct interviews and initiating claims.